

Please amend the application as follows:

**IN THE CLAIMS:**

1. A method for training a user of software for programming a programmable logic controller, comprising the steps of:
  - providing to the user a training hyperlink option in response to the user encountering difficulties with programming the programmable logic controller;
  - communicating information automatically over a communications network, in response to selection of the training hyperlink option, wherein the information communicated automatically pertains to the difficulties encountered by the user; and
  - linking the user to customized training resources addressing the difficulties based on the information communicated over the communications network, so as to provide the user solutions to the difficulties allowing the user to program the programmable logic controller.
5. The method of claim 5 1, wherein the information further comprises data indicating at least one particular error made by the user.
15. A system for training a user of software for programming a programmable logic controller, comprising:
  - a user device, operatively coupled to a programmable logic controller, for enabling the user to use the software and thereby program the programmable logic controller, wherein the user device is capable of providing an optional hyperlink to the user in response to difficulty encountered by the user, and wherein the user device is also capable of providing a difficulties information signal which is indicative that the user has selected the hyperlink option in order to request training, and which additionally is indicative of the difficulty; and

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training means, operatively coupled to the user device via a communication network, for providing a training signal to the user device in response to the difficulties information signal, wherein the training signal is indicative of customized solutions to the difficulty, allowing the user to program the programmable logic controller.